

MRDDA Contract Administration

Policy and Procedure Number: CA200	Title: New Provider Qualification Process
Effective Date: April 18, 2003	Revision Number: 0.0
Approvals: Bureau Chief of Contract Administration and Bureau Chief of Program Integrity	Page 1 of 1

1.0 Policy New provider qualification site reviews shall be performed for all new providers. These reviews shall be conducted by the Community Based Resource Specialist, Services Management Specialist and Office of Contracts and Procurement representative.

2.0 Scope The scope of this document is to establish procedures for qualifying new providers. The New Provider Qualification process shall involve the Bureau Chief of Contract Administration, the Community Based Resource Specialists, the Services Management Specialists, the Quality Assurance Specialists, the Quality Council, Quality Improvement Committee, Immediate Response Committee, Case Managers, and the Office of Contracts and Procurement (OCP) Contract Specialists and Contracting Officers.

3.0 Procedures The process is cross-functional in nature and involves all the applicable parties.

- 3.1 When there is a need to qualify a new provider, or a new provider is selected as a result of the RFP or HCA process, the OCP shall notify the Services Management Specialist. This notice shall include the name of the new provider and a schedule of three proposed dates when a site visit could be conducted.
- 3.2 Within two (2) business days of receipt of the request the Services Management Specialist shall notify the Community Based Resource Specialist of the proposed new provider qualification site visit dates. The on-site review shall utilize the procedures specified by the Community Based Resource Specialist. The on-site review shall be scheduled by the Services Management Specialist in a manner that offers participation by the Community Based Resource Specialist and/or OCP Contracts Specialist. The review shall be conducted within ten (10) business days from the date of the OCP notice.

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- 3.3 Once scheduled, the Community Based Resource Specialist, Services Management Specialist and Quality Assurance Specialist shall meet to decide how each party shall participate in the review. The Community Based Resource Specialist shall focus on the technical and licensing details as they relate to the Community Residential Facility (CRF) or Group Home for Mentally Retarded Persons (GHMRP) or Intermediate Care Facility/Mental Retardation (ICF/MR) and the Services Management Specialist shall focus on the business and organizational details. The OCP shall focus on the requirements of 27 DCMR, Chapter 22. This task shall be performed within two (2) business days.
- 3.4 The on-site review consists of four (4) components. The first component is an opening conference with the provider, at which time the overall plan for the review shall be described. The second component is the assessment phase which consists of interviews, observation, and data review. The third component is the summary conference held at the conclusion of the review, when the results of the review are shared with the provider. The final component is the development and transmittal of the review report.
- 3.5 Within ten (10) business days of the on-site review, the MRDDA team shall complete a joint report stating the findings. The Services Management Specialist shall send the report to the Contracting Officer at OCP in order for the Contracting Officer to send a copy of the report to the appropriate Case Manager and the provider.
- 3.6 Upon receipt, the provider shall be given the opportunity to develop a corrective and preventive action plan to correct the deficiencies noted in the plan. The provider shall have up to five (5) business days to provide comments to the OCP on the review findings. Upon receipt, the OCP representative shall transmit any comments received from provider to the Services Management Specialist.

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- 3.7 The Services Management Specialist shall transmit the response to the Community Based Resource Specialist. A meeting with the Community Based Resource Specialist and the Services Management Specialist shall be held within five (5) business days. They shall review the response, approve the provider, request clarifications from the provider, or deny approval. The Services Management Specialist shall communicate these findings to the OCP, the provider, and the Case Manager within the five (5) business day timeframe.
- 3.8 Upon receipt of the review findings, the Office of Contracts and Procurement (OCP) shall award the contract / task order or declare the provider non-responsible.
- 3.9 If substantial progress to correct any noted deficiencies is not achieved by agreed-upon deadlines, the Quality Assurance Specialist shall raise the issue with the appropriate body, such as the Quality Council, the Quality Improvement Committee or the Immediate Response Committee, who shall develop a plan of action needed to resolve the situation and a deadline for correction. This task shall be performed within two (2) business days.
- 3.10 If progress is still unsatisfactory, the Bureau Chief of Contract Administration shall notify the OCP in writing requesting a Cure Letter Notice be sent to the provider within two (2) business days.
- 3.11 The OCP shall send a Cure Letter Notice to the provider within two (2) business days.
- 3.12 The provider shall respond with corrective actions taken to the OCP within two (2) business days.
- 3.13 The OCP shall send the provider's response to the Bureau Chief of Contract Administration within two (2) business days.
- 3.14 The Bureau Chief of Contract Administration shall forward the OCP/ provider response to the Quality Assurance Specialist for their follow-up to verify corrective actions have been taken within two (2) business days.
- 3.15 The Quality Assurance Specialist shall review and verify provider corrective actions taken within two (2) business days.

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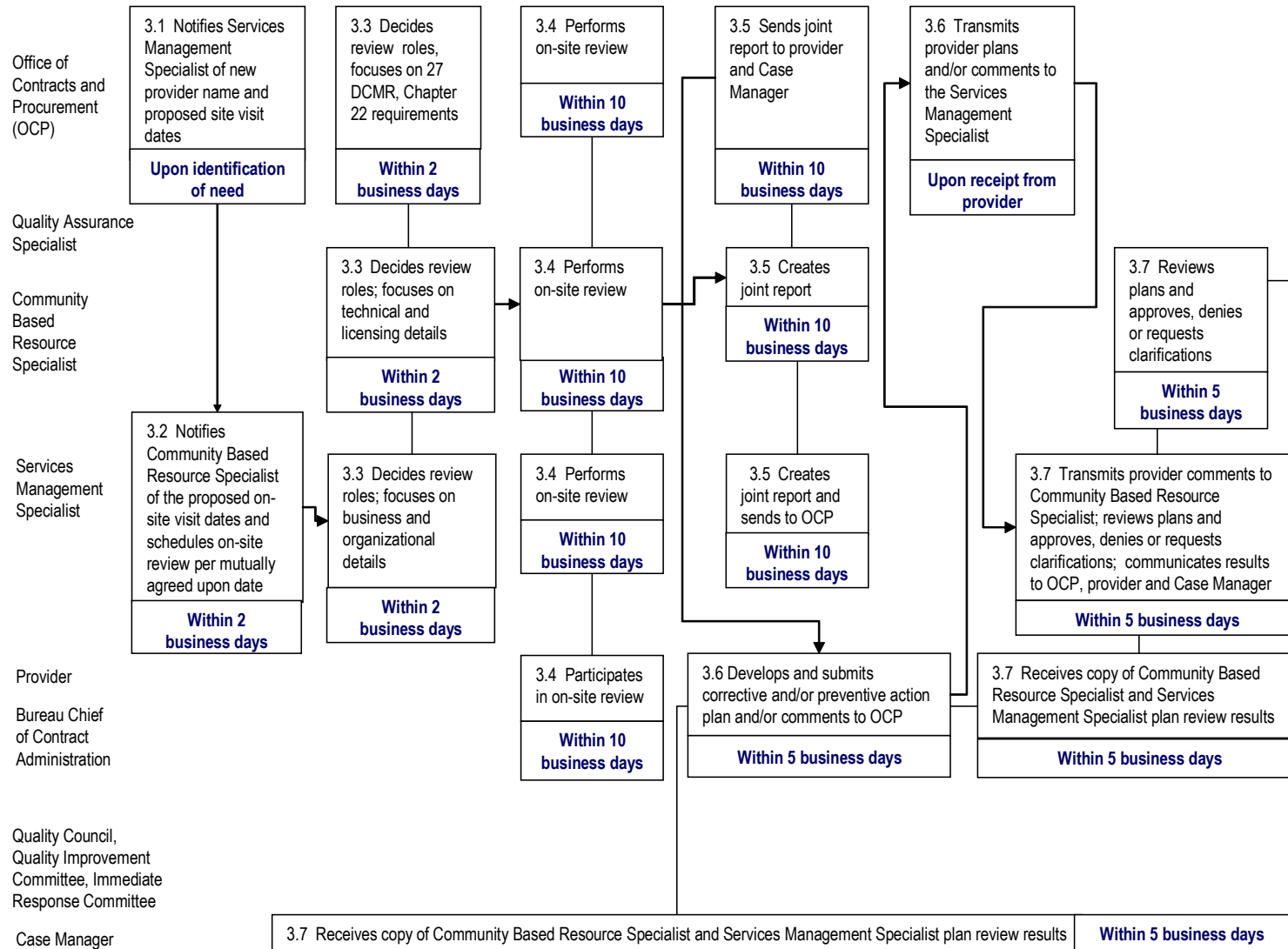
- 3.16 If verified, the Quality Assurance Specialist informs, in writing, the Bureau Chief of Contract Administration, with a copy to the Community Based Resource Specialist. If not verified, the Quality Assurance Specialist shall send a written notice to the Bureau Chief of Contract Administration. This task shall be performed within two (2) business days
- 3.17 The Bureau Chief of Contract Administration shall forward a copy of the verification to OCP within two (2) business days.
- 3.18 When an award has been made to a new provider based on the anticipated satisfactory fulfillment of their submitted corrective and/or preventive action plans, and the progress on fulfilling those plans is unsatisfactory, the Bureau Chief of Contract Administration shall send a written request to OCP to terminate the provider for default. This task shall be performed within two (2) business days.

4.0 Process Flow

The attached process flow chart indicates the above steps, the roles and responsibilities of the parties, the expected outcome, and the number of days allocated to each step in the process.

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